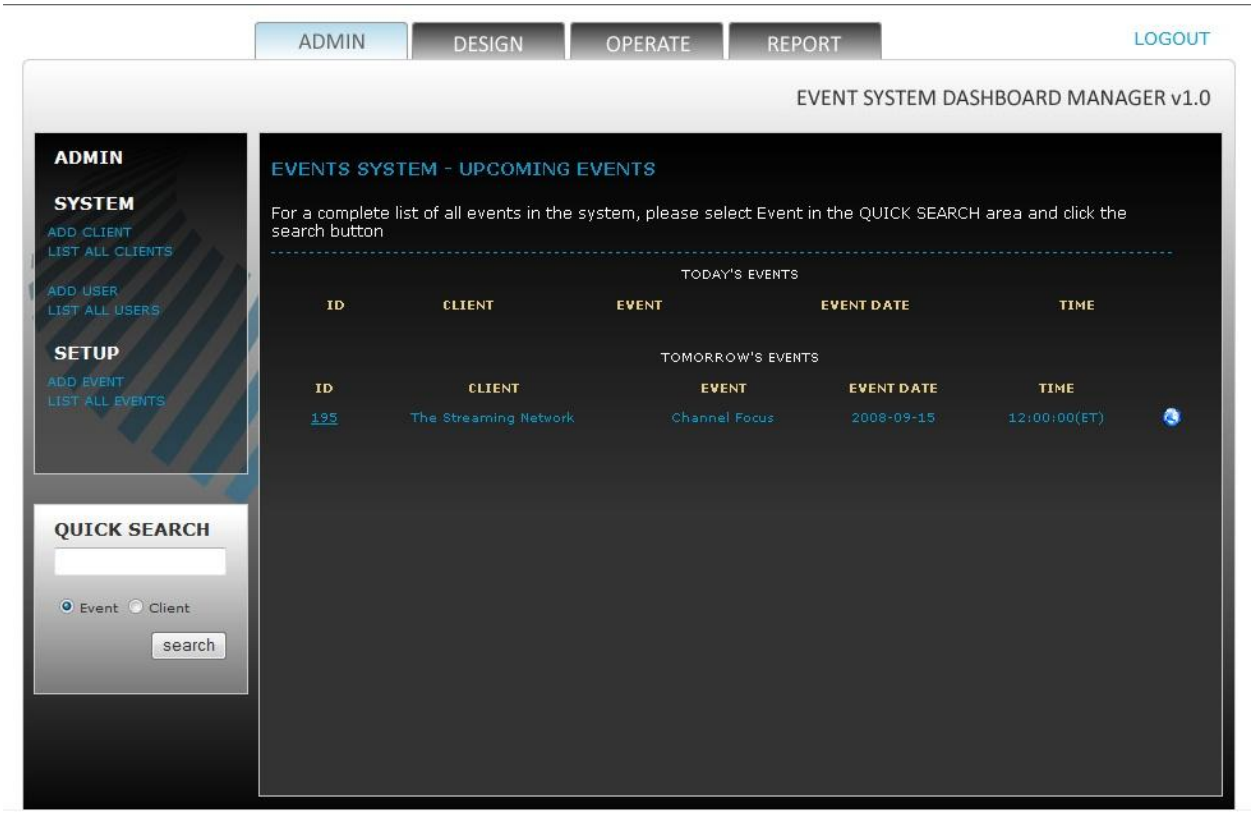
The SN Webcast Center v1.0 Manual

http://console.snwebcastcenter.com

Developed by: The Streaming Network

This document is a user manual for the SN Webcast Center Webcast provisioning software.

ADMIN Access:



ADD A CLIENT

(Users who can access: Super Administrator)

Go to the Admin tab in the main navigation area
Click 'Add Client' in the sub-navigation area
Enter a client name and select submit

ADD USERS

(Users who can access: Super Administrator, Administrator)

Go to the Admin tab in the main navigation area
Click 'Add User' in the sub-navigation area
If you are adding the user as a Super Administrator select the client that this user belongs to.

IMPORTANT NOTE: THE CLIENT NAME WILL POPULATE ONCE YOU COMPLETE A FEW CHARACTERS, ONLY CLIENTS THAT ALREADY EXIST CAN BE USED

CREATE A USER LOGIN

Enter the following fields:

Field	Description
Full Name	The proper name of the person
Email	The e-mail address of the person – **MAKE SURE TO ENTER**
User group	Sets the areas of the application that the user has access to (outlined in the table below)
Password	The password the user will use

User Group	Description	Tabs User has Access to			
		Admin	Design	Operate	Report
Super Administrator	Full Access to all clients	X	X	X	X
Administrator	Full Access to client user was created under	X	X	X	X
Designer	Access to events that user has been assigned to in Event Setup		X		X
Operator	Access to events that user has been assigned to in the Operator Mode Setup			X (limited to Operate)	X
Operate Manager	Access to events that user has been assigned to in Event Setup			X	X
Reporter	Report access to client user was created under				X

ADD AN EVENT

(Users who can access: Super Administrator, Administrator)

Go to the Admin tab in the main navigation area

Click 'Add Event' in the sub-navigation area

BASE EVENT INFO

- ✓ Select the client whose event you will be adding from the drop-drop list
- ✓ Enter the title for the event
- ✓ Click on the calendar icon and select the date of the event
- ✓ Select the time and time zone of when the event is occurring
- ✓ Enter the estimated number of viewers (this is used for server load tracking)

EVENT MODULES

Select the appropriate modules by clicking on the checkbox

IMPORTANT NOTES:

- ✓ **ALL EVENTS MUST HAVE REGISTRATION, LOGIN AND SLIDES**
- ✓ **YOU SELECT SLIDES YOU MUST NAME THE SLIDE CAROUSEL BEFORE YOU CAN USE THE SLIDE CONTROLLER TO START AND STOP EVENTS**
- ✓ **SUPPORT DOCUMENTS ARE REQUIRED TO UPLOAD EMAIL BANNER CONTENT**
- ➢ If you wish to use a common password select yes and enter it on the main page

EVENT TYPE AND STAFF

Select the type of event that you are creating – this should be either Live or Archive
Select the type of Stream – either Video or Audio

IMPORTANT NOTE: THIS IS A CRITICAL SELECTION AREA – THESE FIELDS DEFINE THE EVENT

Select the designer and the operate manager for the event.

THE DESIGNER AND OPERATE MANAGER ARE LISTED FROM AVAILABLE USERS

Click the 'Create Event' button

You can return to this screen at any time by selecting List All Events from the Admin tab on the Main Navigation area or doing a quick search and then clicking on the Edit icon

EVENT MODULES

IMPORTANT NOTE: INITIAL SETUP OF THE EVENT MODULES MUST OCCUR BEFORE DESIGN

REGISTRATION

The registration module is used to create the registration form presented to viewers.

Add registration fields by entering data in the 'New Form Field' area

Each field is described below:

Field		Description
Name		The name of the field (as it appears to the user)
Description		For internal use only – quick description of field
Type	Radio	A set of radio buttons
	Checkbox	A single checkbox
	Text Area	A text entry box
	Password	A password field – characters are masked
Options		Used for entering radio button options, enter a pipe '|' between each option
Size		The display size to use for the field
Required		Check off if this field is required
Order		A number specifying the order of the fields, starting from 0. Each field should have a unique number – fields are displayed in ascending order based on this number – **MAKE SURE TO ENTER THIS**

FEEDBACK

The feedback module is used to create feedback forms that are presented to viewers in the slide windows during an event.

Add feedback fields by entering data in the 'New Form Field' area

Each field is described below:

Field		Description
Name		The name of the field (as it appears to the user)
Description		For internal use only – quick description of field
Type	Radio	A set of radio buttons
	Checkbox	A single checkbox
	Text Area	A text entry box
	Password	A password field – characters are masked
Options		Used for entering radio button options, enter a pipe '|' between each option
Size		The display size to use for the field
Required		Check off if this field is required
Order		A number specifying the order of the fields, starting from 0. Each field should have a unique number – fields are displayed in ascending order based on this number – **MAKE SURE TO ENTER THIS**

SLIDES

Use this module to create a slide carousel and to upload slides.

IMPORTANT NOTE: YOU MUST ENTER A TITLE AND CLICK SUMBIT BEFORE MOVING ON (YOU MAY ADD THE SLIDES LATER) – IF YOU DO NOT THE SLIDE CONTROLLER WILL NOT BE ACCESSIBLE

Once done you can add slides to your presentation.

Select the PPT file and Browse of the slide carousel you want

Select the size of the slides you wish to upload

IMPORTANT NOTE: THE DEFAULT TEMPLATE USES SLIDES OF WIDTH 480 – USE THIS SIZE UNLESS YOU ARE USING ANOTHER TEMPLATE

POLLING

Use this module to create polling questions that you can present to the viewer during a presentation.

Enter the question in the question field

Add the possible answers (separating answers with the pipe '|')

Click Add question

You can add as many polling questions as you would like

QUESTIONS

Use this module to set whether or not moderation is required.

If moderation is required select Yes and save.

SUPPORT DOCUMENTS

The support document module is used to add resource material for viewers to download, URLs to reference, upload speaker photos, or upload a banner for use by e-mails.

Below is a description of each field:

Field	Description
Title	The title of the resource to be posted (as it appears to the user). If this is a URL it will be hyperlinked to this title.

Description		The description of the content (viewed by the viewer for document download, and speaker photos)– for URL this should be the full-form URL (http://www….)
File		Browse and upload a file if the resource is a download document, speaker photo or e-mail banner
Type	Download document	PDFs, PPTs, DOCs, etc
	Speaker photo	A graphic file (JPG or GIF) used for speaker photos, **WIDTH MUST BE 180px**
	URL	A URL for the view to navigate to
	E-mail banner	A graphic file (JPG or GIF) used as banner to be used for e-mails, **WIDTH MUST BE 600px**

Click Add document when done

LOGIN

The login module is used to specify the field used to identify viewers. This field must be unique, therefore it is recommended that e-mail address is used. If passwords are required for each user the field that contains the password is specified here.

Select the login field, toggle password protection on or off, and select password field (if applicable). Then select save

E-MAIL

The e-mail module is used to create e-mail reminders that will be sent to registered viewers at specified times.

IMPORTANT NOTE: DESIGN ELEMENTS ARE TAKEN FROM THE DESIGN OF THE EVENT PAGE AND THE SUPPORT DOCUMENTS (THEREFORE SUPPORT DOCUMENTS ARE REQUIRED). THE BORDER OF THE EMAIL TEXT IS TAKEN FROM DETAILS CONTAINER BORDER COLOR. THE EMAIL BANNER IS UPLOADED IN THE SUPPORT DOCUMENT AREA.

In order to create an e-mail completes the new e-mail information:

Field	Description
Type	Currently only reminders are supported
Format	Either text for text only or html&text
Recipient Email	Specify which registration field contains the registrants e-mail address
Reply-To	The from and reply-to e-mail address listed on the e-mail the viewer receives
Subject	The subject of the e-mail
Body	The text to appear in the body of the e-mail

Click the 'add email' button once all of the information is entered.

Enter an e-mail address under 'Test Email' and click 'Send test email' to test the formatting of the e-mail.

Enter the date and time to send the reminder to viewers and click add. The same e-mail reminder can be sent multiple dates / times.

To edit an e-mail that has already been setup click on the 'Edit' icon. Click on the green cross to change e-mail scheduling.

CONGRATULATIONS, IT IS NOW TIME TO MOVE ONTO DESIGN!

DESIGN

DESIGN AN EVENT

(Users who can access: Super Administrator, Administrator, Designer <assigned in setup>)

Go to the Design tab in the main navigation area

Click 'List all Events' in the sub-navigation area and select your event, or do a Quick Search for your event.

Step 1 – Choose a template

Select a template to use. Please note if you select a different template your previously entered design elements will be overwritten.

Click 'next step' to continue.

Step 2 – Choose a Theme

Select a starting theme to use.

Click 'next step' to continue.

Step 3 – Choose Styles

IMPORTANT NOTE: SOME OF THE COLORS OF THE EVENT PAGES ARE TIED TO THIS THEME AND CANNOT BE CHANGED – THESE ARE – LINK COLORS (Not Registered Yet?, resources, speakers, reload here, system check) and the outside and image borders

DETAILSCONTAINER

BACKGROUND	#FFFFFF	
BORDER COLOR	#336600	

DETAILSCONTAINER_H1

COLOR	#FFFFFF	
BACKGROUND	#336600	

LOGINCONTAINER

BACKGROUND	#FFFFFF	
BORDER COLOR	#336600	

LOGINCONTAINER_H1

COLOR	#FFFFFF	
BACKGROUND	#336600	

NOTICECONTAINER

BACKGROUND	#FFFFFF	
BORDER COLOR	#336600	

NOTICECONTAINER_H1

COLOR	#FFFFFF	
BACKGROUND	#336600	

Each of these containers refers to a different part of the live page. In order to change the color click the pick color button next to the box.

There are three distinct areas that can be edited.

Container	Description
Login	The area where the user enters login / registration information
Notice	Once the viewer logs in the login container becomes the notice container
Details	This is the main area where event links and info is displayed

Click ‘next step’ to continue.

Step 4 – Upload Design Images

Upload the logo and secondary image following the dimensions listed for each template.

TEMPLATE A - logo dimensions should be **298x118**
TEMPLATE B - logo dimensions should be **898x118**

For both templates the secondary image dimensions are **200x200** and is only used for Audio Events

The ‘preview’ button can be used to view the current images and to confirm that the uploaded images appear properly.

Click ‘next step’ to continue.

Step 5 – Event Details Text

Enter the text for the Intro and Preflight pages.

The Intro page is the page that viewers first see and the Preflight page is what viewers see after logging onto the event.

Click the ‘Submit’ button to continue.

Review

Use the ‘preview intro page’ and ‘preview preflight page’ to view the pages you have just created.

OPERATE

SETTING UP LIVE EVENT OPERATION

(Users who can access: Super Administrator, Administrator, Operate Manger <assigned in setup>)

Go to the Operate tab in the main navigation area

Click ‘List all Events’ in the sub-navigation area and select your event, or do a Quick Search for your event.

Click on the setup icon

OPERATOR ASSIGNMENT

The operator assignment allows you to assign a person to operate an event. This person will only have access to the operator mode for an event and will not have access to the setup mode.

Assign an operator to the live event (selected from all operators setup for the present client) and select 'assign a new operator'

IMPORTANT NOTE: THIS IS NOT NECESSARY IF AN ADMIN IS OPERATING THE EVENT

SLIDES

There is a link to the Slide Controller / Event management tool.

This tool allows you to setup and order slides, polling questions and feedback forms.

Please see Slide Controller below for further instructions.

STREAMS

Select the publishing point / encoder that will be used from the drop down list.

Streaming Network Live BOC1 – VC Unit – video encoder

Streaming Network Live BOC2 – Auto-coupler – audio encoder

Click the 'create stream' button

SETTING UP LIVE EVENT SLIDES

(Users who can access: Super Administrator, Administrator, Operate Manger <assigned in setup>)

Go to the Operate tab in the main navigation area

Click 'List all Events' in the sub-navigation area and select your event, or do a Quick Search for your event.

Click on the setup icon

Click on the 'Order/Remove Individual Slides' button

IMPORTANT NOTE: THE FIRST ELEMENT MUST BE A SLIDE AND NOT A POLLING QUESTION OR FEEDBACK FORM

ADDING ELEMENTS

To add slides click on 'Add' next to the PPT file you wish to add in the Slide Sources Area

To add a Polling Question click on 'Add' next to the Polling Question you want to add in the Polling Question Area

To add a Feedback Form click on 'Add' next to the Feedback Form you want to add in the Feedback Area

ORDERING ELEMENTS

Elements are ordered based on when you add them to the application.

Only 5 elements are shown at a time, to move back and forth through the elements use the 'Pre set' (Previous set) and 'Next set' buttons.

You can also navigate to an element by entering it's position number and clicking the 'Go' button

To view all slides click on the 'View All Slides' button

Use the '<<' '<' '>' '>>' buttons to change the order of elements

To move an element:

Select the element you want to move by clicking on it (for slides click on the position name, for poll questions and feedback form click on the title)

To move the element forward one position press the '>' button

To move the element back one position press the '< button

To move the element to the start of the presentation press the '<<' button

To move the element to the end of the presentation press the '<<' button

Slides, Polling Questions, and Feedback forms can be removed at any time by clicking on the 'Remove' button

When finished close this window.

OPERATING A LIVE EVENT

(Users who can access: Super Administrator, Administrator, Operate Manger <assigned in setup>, Operator <assigned in event setup>)

Go to the Operate tab in the main navigation area

Click 'List all Events' in the sub-navigation area and select your event, or do a Quick Search for your event.

Click on the Operate icon

The Operator Mode can also be accessed by clicking on the 'Switch to Operator Mode' button in Setup Mode

EVENT STAGE

The Event Stage is used to set the current status of the notice container (this is where the links to the player page appear).

Stages of an event:

Stage	Description	Event Notice Window
Not live	The event is not yet live	The live webcast link will be made available 20 minutes prior to the start of the webcast event
Live	The event is live	The live webcast is currently in progress 'Watch Now'
Archiving	The event is being archived	The webcast is currently being archived. Please check back soon.
Archived	The event is archived	The webcast is an archived presentation 'Watch Now'

Changing the stage of the event changes the configuration of the Operator page.

ARCHIVE INFORMATION (in Archiving or Archived Mode)

The file name, and file size is shown.

For BOC encoders the archive transfer will occur automatically after the event is finished. The Transfer from Primary button can be used for Remote events to trigger the transfer from Encoder to Server.

The start time specifies the time that the media file begins to play for the viewer. This allows removal of pre-event music or testing.

SLIDE CONTROLLER (in Not Live or Live Mode)

The Slide Controller is used to start and stop the encoder, and push slides, feedback forms and polling questions.

To start using the event click on the title of the slide event. This will open the slide controller.

CONTROLLING THE ENCODER

To start and stop the encoder push the 'Start' button next to the encoder.

Once started the button name will change to 'Stop'. Push this to stop the encoder.

IMPORTANT NOTE: NEVER PUSH THE RED SYMBOL!!!! THIS IS USED FOR TROUBLESHOOTING ENCODERS

MOVING THROUGH THE SLIDE CAROUSEL

Use the '<<' and '>>' buttons to move through the carousel

'>>' will move you to the next set of slides

'<<' will move you to the previous set of slides

PUSHING SLIDES

IMPORTANT NOTE: VIEWERS WILL ONLY RECEIVE SLIDE CHANGES WHEN THE ENCODER IS RUNNING. THE PUSH HAS BEEN SUCCESSFUL WHEN THE SLIDE APPEARS IN THE BOTTOM RIGHT HAND WINDOW (SLIDE PREVIEW WINDOW)

If One Click push is checked off you can push slides by clicking directly on each slide, otherwise you must select a slide and click the 'Push Slide' button

QUESTION VIEWER

The Question Viewer is used to view questions that the audience submits.

If you have selected Moderated Questions in the configuration you will see an Launch viewer and a Moderated Questions button. If you do not have Moderated Questions submitted you will only see the Launch Viewer button.

VIEWING QUESTIONS

To view questions click on Launch viewer. New questions will appear when you push the refresh button.

QUESTION MODERATION

To moderate questions click on the Moderated Questions button.

To allow a question to be viewed in the Question viewer you must select the 'Show' button next to the question. Once pressed this button will change to 'Hide'.

To remove the question from the launch viewer window click the 'Hide' button. To remove the question permanently press the 'Remove' button.

QUICK REGISTRATION INFORMATION

Registration information is shown here for quick reference.

POLL RESULTS

Poll Results are shown here for quick reference.

SETTING UP ARCHIVE EVENT OPERATION

(Users who can access: Super Administrator, Administrator, Operate Manger <assigned in setup>)

Go to the Operate tab in the main navigation area

Click 'List all Events' in the sub-navigation area and select your event, or do a Quick Search for your archive event.

Click on the setup icon

OPERATOR ASSIGNMENT

The operator assignment allows you to assign a person to operate an event. This person will only have access to the operator mode for an event and will not have access to the setup mode.

Assign an operator to the archive event (selected from all operators setup for the present client) and select 'assign a new operator'

IMPORTANT NOTE: THIS IS NOT NECESSARY IF AN ADMIN IS OPERATING THE EVENT

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Please see Slide Controller below for further instructions.

ARCHIVE MEDIA

Archive media allows you to upload encoded archive files for use in the archive presentation.

Browse your computer for an archive file and click the 'upload file' button to upload.

IMPORTANT NOTE: MAXIMUM FILE SIZE IS 500 MB, BUT A GOOD INTERNET CONNECTION IS ALSO REQUIRED TO PREVENT TIME OUTS

The status of the upload will be shown in the Internet browsers status bar.

MERGE SLIDES WITH ARCHIVE MEDIA

IMPORTANT NOTE: THE SLIDES MUST BE ADDED AND THE MEDIA FILE UPLOADED BEFORE THIS STEP CAN BE COMPLETED

Enter the time each slide should appear relative to the media file in the format HH:MM:SS.

Once the time has been entered for each slide click the 'merge slides' button.

SETTING UP ARCHIVE EVENT SLIDES

(Users who can access: Super Administrator, Administrator, Operate Manger <assigned in setup>)

See 'Setting up Live Event Slides' – the process is the same.

OPERATING AN ARCHIVE EVENT

(Users who can access: Super Administrator, Administrator, Operate Manger <assigned in setup>, Operator <assigned in event setup>)

Go to the Operate tab in the main navigation area

Click 'List all Events' in the sub-navigation area and select your event, or do a Quick Search for your event.

Click on the Operate icon

The Operator Mode can also be accessed by clicking on the 'Switch to Operator Mode' button in Setup Mode

EVENT STAGE

The Event Stage is used to set the current status of the notice container (this is where the links to the player page appear).

Stages of an archived event:

Stage	Description	Event Notice Window
Archiving	The event is being archived	The webcast is currently being archived. Please check back soon.
Archived	The event is archived	The webcast is an archived presentation 'Watch Now'

Changing the stage of the event changes the configuration of the Operator page.

ARCHIVE INFORMATION (in Archiving or Archived Mode)

The file name, and file size is shown.

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To remove the question from the launch viewer window click the 'Hide' button. To remove the question permanently press the 'Remove' button.

QUICK REGISTRATION INFORMATION

Registration information is shown here for quick reference.

POLL RESULTS

Poll Results are shown here for quick reference.

REPORTS

VIEWING REPORTS

(Users who can access: Super Administrator, Administrator, Designer, Operate Manager, Operator, Reporter)

Go to the Report tab in the main navigation area

Click 'List all Events' in the sub-navigation area and select your event, or do a Quick Search for your event.

Click on the setup icon

GENERAL INFORMATION

Information about the event is listed here.

REPORTS

Reports for modules that have been selected for an event in setup will be available here (unselected modules will be greyed out)

For each report there is an option to view the report or to download the report in CSV format (except Polling, which does not have CSV compatible formatting).

Click on the ‘view report’ button to download the report, click on the ‘download’ button to download the report.